

Executive Office
Office of Information Technology
FY-2002 Service Level Agreement

I. OIT Objective

The Office of Information Technology (OIT), an organization within the Executive Office, Office of the Director (OD), National Institutes of Health (NIH) provides network services and desktop support to all OD employees located in NIH facilities.

II. *OIT Staff and Services*

In accordance with this SLA, service is initiated by contacting the Center of Information Technology (CIT), Technical Assistance and Support Center (TASC) via e-mail (TASC@nih.gov) or telephone (301-594.3278).

All services, except for scheduled maintenance and upgrades are provided during OIT's business hours, 7:00 AM to 6:00 PM, Monday through Friday. Additional coverage may be arranged, in advance, for special projects or end-of-year activities.

The OIT Staff will provide service to OD customers for the following areas specified in the FY-2002 Service Level Agreement (SLA):

- **Customer Relationship Management**
- **Desktop Team**
- **Network Operations Team**
- **Web /Development Team**
- **Information Systems Security Officer**

III. OD Organization's Responsibilities

- A. Provide at least one Contact Point¹ to act as a liaison between that OD office or organization and OIT. The duties, both administrative and technical of the Contact Point, are
1. Request end-user accounts via OD Accounts utility (e.g. AO).
 2. Request creation, modification, or deletion of network groups, shares, e-mail distribution groups, public folders and grant access to the use of the before-mentioned items.

¹ The number of Contact Points per organization depends on the number of users served, the number of buildings occupied by the OD organization, the variety of software programs used, and the level of computer literacy within the organization. Often, the administrative duties are processed by the organization's Administrative Officer; therefore, it is advised that both a technical and administrative staff person work together to perform and/or share these duties.

- 3. Requests additions or removals of servers and workstations from the OD domain.
- B. Provide training for office staff members for workstation operating systems (OS), mission-driven applications, and Outlook e-mail and calendaring.
- C. Involve OIT, early on, in the initial planning and/or development for adding new network applications to the OD domain.
- D. Ensure that equipment and network drops are accessible to OIT staff. System furniture must not block these drops, (e.g. AO).
- E. Invite OIT staff to attend organizational meetings to discuss IT needs and concerns.

IV. OD Staff Responsibilities

- A. Adhere to the current [OD](#), [NIH](#), and [HHS](#) Policies and Procedures.
- B. Link to the [OIT Web Site](#) for announcements, policies, news and updates.
- C. Provide accurate information to the Contact Point and/or Administrative Officer when requesting additions, modifications or deletion of OD accounts, groups, shares, or public folders.
- D. Provide sufficient lead-time for OIT staff to perform routine service and respond to special requests.
- E. Actively manage e-mail messages by limiting the size of the mailbox - not to exceed 50 MB – and not retaining **Sent Items** for longer than 90 days or **Deleted Items** for longer than 30 days.

***Important note:** Do not use e-mail to store or manage “official records.” Official records should be printed and filed in hard copy or filed in an appropriate electronic records management system and administered in accordance with NIH Manual Chapter 1743, “[Keeping and Destroying Records](#).” Contact the NIH Records Management Officer for more information.*

- F. Store all documents and data files on home directories (H: network drives), excluding software applications and local workstation backups.
- G. Do not install Windows NT/2000 Server software, FTP Publishing Service, Internet Information Administration Service (IIS), web hosting or music-swapping programs on OD domain-connected workstations.
- H. Ensure that contractors hired to perform technology-related work coordinate all activities with OIT.
- I. Respond to OIT requests for information in a timely manner; i.e. surveys, budget requests, etc.
- J. Obtain training for workstation operating systems (OS), mission-driven applications, and Outlook e-mail and calendaring.
- K. Ensure that equipment and network drops are accessible to OIT staff.

V. *Services NOT Provided by OIT*

The Office of Information Technology **does not**:

- A. Provide formal classroom training to OD Staff.
- B. Support operating systems or application software not compliant with OD architectural standards. See [OD Standard Desktop Configuration](#).
- C. Support applications developed by outside contractors not authorized by OIT. Consultation with OIT must be undertaken before application development begins.
- D. Service personal-use software or hardware.
- E. Service OD equipment at personal residences.
- F. Move customer computer equipment between buildings. [Note: OIT staff only moves equipment within offices. For equipment moves to other buildings, OIT staff helps prepare the equipment for the office movers.]
- G. Repair equipment that violates the manufacturer's warranty.
- H. Procure replacement parts for end-user workstations or servers.
- I. Cannibalize and/or surplus equipment.
- J. Install LAN drops. Consultation with OIT is required prior to preparing DELPRO requests.

All request for technical support are made through the Action Request System (ARS) which is operated by the Center for Information Technology (CIT) Technical Assistance and Support Center (TASC). The ARS ticket transmitted to the OIT provides information necessary to respond to the request for service, and audit trail for error tracking, and other useful information used to anticipate organizational resources and future needs.

Service		Procedure	Timetable
General Support			
	Check for ARS ticket.		During regular business hours, check once an hour (at minimum) and 15 minutes before end of schedule business hours.
	Provide access to NIHnet, allowing connectivity across NIH and to Internet.	Communicate NIHnet and OD domain problems or outages to OD Staff via appropriate communication tool, i.e., voicemail and email distribution groups; Communicate to OD staff of problem resolution.	Within 1 hour.
	Notify Requestor; confirm receipt of ticket.	Initial Contact.	Within 2 hours.
Desktop Support			
	Migrate software applications and data from one workstation to another or relocate workstation within building.	Customer must have legal copy of software and manuals available for non-OIT "Core" applications.	Within 1 business day.
	Troubleshoot workstation. (OD equipment used off-site must be brought to an OIT site for service.)	Repair or make recommendations.	Within 1 business day unless external resources necessary. One-day notice is required.
	Configure laptops or workstations for remote access via Parachute.	End-user must have a confirmed Parachute account prior to installation.	Within 1 business day.
	Install and configure new workstation(s) with OD Desktop Configuration Standards.	Single unit. Multiple units. 2 business days to setup image for deployment.	Within 1 business day. A minimum of 2 pc's will be setup per day.
	Relocate end-user to other buildings. Note: OIT prepares equipment for move to other bldgs., i.e. disassembles, and reinstalls/configures equipment once equipment arrives at new location.	Requester provides notification to OIT final move date. Schedule meeting with requester.	At least 10 business days prior to move. Within 2 business days.
	Recommend hardware configurations.	Customer submits requests to TASC.	Within 3 business days.
	Sanitize IT equipment. (All computers being surplus, transferred, or donated must be sanitized. <u>See OD ISSO Policy for Sanitizing IT Equipment before Disposal.</u>)	Contact requester. Note: OD organizations must call TASC to have OIT begin the certification process. In addition, customer is responsible for notifying surplus and AO's regarding removal of equipment.	Within 5 business days.

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Service		Procedure	Timetable
Network Operations			
	Ensure Microsoft Exchange and Network File Server availability during regular business hours		Provide 97% availability (excludes 4 hours maintenance or utility failure).
	Respond to end-user node outage.		Within 1 hour.
	Reset or enable account passwords.	Request owner verification.	Within 2 hours.
	Restore Date File.	Initiate restore process.	Within 4 hours.
	Restore Exchange account.	Initiate recovery process requiring 24 hours.	Within 4 hours.
	Create, modify or delete OD LAN and E-mail accounts.	Contact Point submits request through OD Accounts Utility.	Within 1 business day.
	Create, modify or delete user groups, shared folders, distribution lists, public folders, and workstations on the OD domain; and grant access permissions.		Within 1 business day.
	Activate existing LAN drops.		Within 1 business day.
	Provide technical consultation concerning LAN hardware and software.	Schedule with Requester.	Within 1 business day.
	Consult on office moves.	Respond to CP or AO re: planning meeting requests; CP/AO provides OIT with earliest possible notice of expected move.	Within 2 business days.
	Install network file servers, network printers and SQL services.	Schedule meeting with requester. Complete installation.	Within 3 business days. Within 6 business days.
	Provide static Internet Protocol (IP) addresses.	Requestor must submit written request with Justification for static IP address.	Within 6 business days.
	Conduct regularly scheduled maintenance, i.e. apply service packs; update firmware, applications, software and hardware.	Inform OD Staff of all scheduled maintenance. Maximum service interruption will be from 7PM Friday to 6PM Sunday.	On the 3 rd weekend of every month, conduct scheduled routine preventative maintenance.

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Service		Procedure	Timetable
Web and Application Development			
	Consult on page design, page coding and page serving.	Schedule with Requester.	Within 2 business days.
	Create shares on web server.	Schedule with Requester.	Within 2 business days.
	Troubleshoot web mark-up languages and interfaces, database connections, and virtual web servers.	Schedule with Requester.	Within 2 business days.
	Provide analysis, design, programming, testing, and implementation of SQL databases.	Schedule with Requester.	Within 2 business days.
Customer Relationship Management			
	Consultation on other OT services not specifically identified in the SLA FY-2002 but available on a cost-recovery basis, (e.g. Applications Design/Development, web design, system enhancements/modifications.)	Schedule with Requestor.	Within 2 business days.
	Provide consultation and assistance in writing Statements of Work (SOW); serves as a “technical advisor” on IT contracts.	Schedule with Requester	Within 2 business days.
	Assess OD staff training needs.	Schedule with Requester	Within 2 business days.
	Assist with requirements for special customer needs.	Schedule with Requester	Within 2 business days.
	Coordinate with vendors in the implementation of “Document Management Solutions.”	Schedule with Requester	Within 2 business days.
	Provide OIT orientation to new OD Staff.	Schedule with Requester	Within 2 business days.
ISSO			
	Respond to Security Incidents, Issues, and/or Reporting requests.	Initiate Contact (e.g. Notifies NIH sources and/or outside sources, as applicable, of inappropriate e-mails, virus hoaxes, chain letters, unauthorized access attempts, etc.	Within 4 hours.
	Serve as OD ISSO as well as liaison between ICs and the CIT Incident Response Team.	Same as above	Within 4 hours.